

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**  
Art Unit 2642  
Examiner Thjuan P. Knowlin

#7  
smc  
2/24/03

In Re: Dan Kikinis et al.  
Case: P3233D1  
Serial No.: 09/387,616  
Filed: August 31, 1999  
Subject: Method and Apparatus for Providing an Interactive Home  
Agent With Access to Call Center Functionality and  
Resources

**RECEIVED**

To the Commissioner of Patents and Trademarks  
Washington, D.C. 20231

MAR 14 2003  
Technology Center 2600

Dear Sir,

**Response B**

**In the claims:**

All claims presented for examination are listed below. No amendments are herein  
made to the claims in the present Amendment.